



What To Expect After Registering For Assistance With FEMA

Release Date: July 8, 2008

Release Number: 1773-013

» [More Information on Missouri Severe Storms and Flooding](#)

JEFFERSON CITY, Mo. -- If you've registered for disaster assistance with the Federal Emergency Management Agency (FEMA), expect a phone call from one of the agency's representatives to inspect the damage. On-site inspections are an important early step that helps speed aid to homeowners and renters affected by the recent flooding.

Those registering with FEMA are assigned a registration number. The inspectors all have proper identification and will be able to verify the number assigned to each registrant. Be aware of the potential for fraud. Only a FEMA inspector will have the number that was provided during registration.

When a FEMA inspector calls for an appointment, registrants should provide a clear, accurate description of the damaged property and a current telephone number where they can be reached.

FEMA officials said registrants do not have to wait for the inspector to arrive before beginning repairs. Photos, contractor estimates, and receipts can be provided to FEMA inspectors to document the extent of the damage.

The FEMA inspection is free. Again, beware of fraudulent individuals attempting to charge for an inspection. All FEMA inspectors in the field have a photo ID; ask to see it. One of the main reasons for the inspection is to verify occupancy and/or ownership of the damaged property. Registrants can speed the process by having documents that provide proof of address readily available. Typical documents for renters might include a driver's license or utility bills; a home owner can provide a deed, tax bills, a mortgage payment book, or other document that proves ownership.

The inspection generally takes 30 - 40 minutes, and includes all areas of the home and personal property. The inspector enters damage-related information into a handheld computer and sends that data electronically to FEMA. The inspector does not determine whether a registrant is eligible for assistance, or the amount of a FEMA grant the individual may receive.

If you suffered damage to your home or were otherwise affected by the recent flooding, live in a declared county, and have not registered, call 1-800-621-3362 (FEMA) (TTY 1-800-462-7585) or register online at www.fema.gov. Telephone lines are open 6 a.m. to 11 p.m. CDT.

Callers should be prepared to provide their name and number as shown on their Social Security cards, complete contact information, address of the damaged property, and insurance information.

FEMA coordinates the federal government's role in preparing for, preventing, mitigating the effects of, responding to, and recovering from all domestic disasters, whether natural or man-made, including acts of terror.